The Bureau of Milwaukee Child Welfare (BMCW), together with its private partner agencies, is committed to providing the highest quality services to the children and families working with us.

If you are unhappy with any aspect of our work, please feel free to speak with a staff member about your concerns. Many times, we find that an explanation of an action we have taken is all that is needed to resolve the problem.

If you feel that your rights or the rights of a child have been violated, or you have not been given the opportunity to carry out your responsibilities, you may make a complaint. No action can be taken against you, your children, or the children you care because you have complained.

In partnering with the community, BMCW is also interested in hearing your ideas on how we can better serve the families of Milwaukee County.

Complaint Resolution

Families and their advocates working with the BMCW have the right to make a complaint about actions taken or not taken.

Whenever possible, **start your complaint in the BMCW program that you have been working with.**

Families are assigned to staff within different programs. The staff member provided you with a business card. Begin by calling the person listed on that card. If you do not have the business card and do not know the staff member assigned to you, call the BMCW regional office closest to your home. The number is listed on the next page.

Once you have contacted the assigned program staff member, tell him/her about the problem you are having. **If the problem is not resolved to your satisfaction, ask that the complaint be sent to the supervisor**. The supervisor will contact you within 48 hours and will help resolve the problem. If the supervisor cannot resolve the problem, he/she will take it to upper levels of administration for further resolution.

The supervisor may also ask assistance from the **BMCW client rights specialist**. Or you may call the client rights specialist yourself after working with the supervisor at 414-220-7064.

If after talking with the BMCW Client Rights Specialist, you are not satisfied, you may take your complaint to the administrator of the Division of Safety and Permanence by calling (608) 266-8787.

For more information about BMCW see http://dcf.wisconsin.gov/bmcw/

BMCW Administrative Office
Access Unit (Takes reports of suspected abuse/neglect)
1555 N. River Center Drive, Suite 220, Milwaukee, WI 53212
Phone (414) 220-7000

BMCW Initial Assessment Units
Northside
6111 N. Teutonia Ave., Milwaukee, WI 53209
Phone (414) 616-6100

Southside
1205 S. 70th St., West Allis, WI 53214
Phone: (414) 302-6100

Integrated Family Services
Ongoing Case Management and Safety Services Units
6737 W. Washington St., Suite 4400, West Allis, WI 53214
Phone (414) 604-5800

Children's Service Society of Wisconsin
Ongoing Case Management and Safety Services Units
1730 W. North Ave., Milwaukee, WI 53205
Phone (414) 220-7700

Children's Service Society of Wisconsin
Foster Care and Adoption Recruitment Licensing, and Support
620 S. 76th. St., Suite 120, West Allis, WI 53214
Phone (414) 475-2200

To report suspected child abuse and neglect in Milwaukee County, phone (414) 220-SAFE (7233).

wisconsin department of children & families

PARTNERS WITH THE COMMUNITY
Bureau of Milwaukee Child Welfare
STATE OF WISCONSIN

DCF is an equal opportunity employer and service provider. If you have a disability and need to access this information in an alternate format, or need it translated to another language, please contact (your bureau telephone and TTY numbers). For civil rights questions call (608) 266-5335 or (866) 864-4585 TTY (Toll Free).

Wisconsin Dept. of Children and Families DCF-PFS 4104-(R 6/2011)

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Complaint Resolution